(c) Does not arise in view of (b) above. However, there is a mechanism of internal survey for measuring transit time and delivery efficiency of speed post, conducted on 1st and 16th working day of each month in Speed Post Centres. The reasons for delays, if any found, are analyzed and remedial action is taken.

(d) and (e) To improve efficiency and reliability of Speed Post Service various measures like periodical transit time and delivery efficiency surveys, internet based track and trace and web based grievance handling system etc. have been introduced. Dedicated Customers care Centres have been established for Speed Post to take care of complaints, grievances and queries of customers. A 'Quick Alarm System' has been put in place so that higher management levels are informed of operational aberrations and local deviations, and quick remedial action is taken.

E-governance

2237. SHRI T.T.V. DHINAKARAN: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether it is a fact that Government have initiated a pilot scheme for the spread of e-governance in the country;

(b) if so, the details thereof;

(c) whether any scheme related to e-governance has been launched/ due to be launched in Tamil Nadu; and

(d) if so, the details thereof?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (DR. SHAKEEL AHMAD): (a) and (b) The Department of Information Technology (DIT) has initiated a pilot scheme aimed at spreading the benefits of e-governance to citizens in all parts of the country. One key component of this multi-pronged initiative is to identify and replicate major successes that have been achieved in some states. The specific success stories that have been identified on this basis are:

— Land Records

— Transport Department

— Registration

— Municipalities

— Gram Panchayats

— Integrated Citizen Service Centres (front ends like e-Seva, Friends etc.)

The Department of Information Technology has formulated a strategy to replicate these successes in other States. In the first phase, projects on Land Records, Transport and Registration have been taken. To essential elements of this strategy are to build capability to horizontally transfer the recipe for success from the successful to the not-so-successful States.

(c) and (d) There is no specific scheme drawn for the State of Tamil Nadu.

However, DIT through National Informatics Centre (NIC) is providing backbone e-governance network and technical support to all the States including Tamil Nadu for Internet, e-mail, file transfer, database development, e-governance applications development, hosting of Website, Video Conferencing, etc. Some of the major e-governance applications supported for the State of Tamil Nadu includes:

— Land Records (TAMIL NILAM)

— Registration (STAR)

— Treasury

— Pension & Payroll Management System

— Transport (VAHAN & SARATHI)

— Judiciary

— Prisons

— Revenue Collection (Corporation of Chennai)

— Employment Online Portal

— Web based System for SSI Dept.

— Web based GPF Data of TN Govt. Employees

DIT through Madurai Kamaraj University, Madurai is executing GIS/ GPS based application "Rural Area Development Monitoring and Information Systems (RAIMS)" project on a pilot scale in Tamil Nadu.

DIT has recently announced policy guidelines, which aims at providing support to State Governments to establish State Wide Area Network (SWANs) from the State Headquarters up to the Block level with a minimum bandwidth capacity of 2 Mbps. These networks would be connected to NICNET through appropriate interfaces.

Dwindling telephone market share of MTNL and BSNL

2238. SHRI JANARDHANA POOJARY: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether on account of strident promotion by private players of their services and products, the telephone market share of MTNL and BSNL is dwindling continuously;

(b) if so, the details in this regard;

(c) whether private players offer a number of added features at competitive rates in both fixed, wireless and mobile phones, which Government sector is unable to offer;

(d) if so, what measures are contemplated to win back the customers;

(e) whether MTNL, Delhi Telephone Directory has not been published for the last many years; and

(f) if so, by when it is likely to be issued?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (DR. SHAKEEL AHMAD): (a) and (b) Sir, details of working connections and market share of BSNL and MTNL in March, 2003 and March, 2004 are as follows: